

**REMARKS**

Claims 1-41 are pending in the application.

Claims 1-41 have been rejected.

Claims 1, 13 and 23 have been amended.

Unless otherwise specified in the below discussion, Applicants have amended the above-referenced claims in order to provide clarity or to correct informalities in the claims. Applicants further submit that, unless discussed below, these amendments are not intended to narrow the scope of the claims. Applicants have also canceled a claim in order to clarify the issues for prosecution. By these amendments and cancellation, Applicants do not concede that the cited art is prior to any invention now or previously claimed. Applicants further reserve the right to pursue the original versions of the claims in the future, for example, in a continuing application.

**Rejection of Claims Under 35 U.S.C. §103**

Claims 1-41 stand rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent no. 6,681,010 issued to Anderson et al. ("Anderson) in view of U.S. Patent No. 6,704,409 issued to Dilip et al. ("Dilip").

In order for a claim to be rendered invalid under 35 U.S.C. §103, the subject matter of the claim as a whole would have to be obvious to a person of ordinary skill in the art at the time the invention was made. *See* 35 U.S.C. §103(a). This requires: (1) the reference(s) must teach or suggest all of the claim limitations; (2) there must be some teaching, suggestion or motivation to combine references either in the references

themselves or in the knowledge of the art; and (3) there must be a reasonable expectation of success. *See* MPEP 2143; MPEP 2143.03; *In re Rouffet*, 149 F.3d 1350, 1355-56 (Fed. Cir. 1998).

As an initial matter, Applicants hereby incorporate in its entirety previous discussion related to the patentability of the pending claims, to the degree such discussion is applicable.

Independent Claims 1, 13 and 23, as amended, each have limitations of substantially the following form:

maintaining real-time data for multi-channel communication queuing,  
wherein the maintaining comprises:

forming one list of agent data, wherein the agent data comprises  
authorization information and status information, wherein

the authorization information is each type of media to which an  
agent has access, the agent having access to a plurality of types of  
media, and

the status information is a corresponding status of the agent for  
each of the types of communication media.

*See, e.g.*, Claim 1 (amended). Applicants respectfully submit that neither the cited sections of Anderson nor Dilip, alone or in combination provide disclosure of all of these claim limitations, as required.

The independent claims, as amended, provide for one list of agent data that includes, among other things, authorization information for each type of media to which an agent has access, the agent having access to a plurality of types of data. The cited sections of Anderson purport to provide, at best, (1) “a list of the status of agents of the plurality of agents which are logged onto a telephone switch with automatic call distribution (ACD),” and (2) “a list of status of agents of the plurality of agents which are logged onto a virtual ACD.” *See* Anderson 2:15-31. Thus, status of agents is purportedly

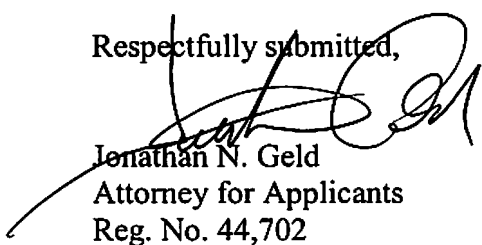
maintained in a separate list for each different type of communication media. The Office Action admits that Anderson only discloses this separate maintenance of status information. *See* Office Action, p.5 (“Even though in Anderson, there are two lists: virtual ACD list and ACD list, there still exists a list of each type of agent that provides both authorization and status information, and the lists are maintained in storage devices ....”). The Office Action does not cite to Dilip for the proposition of providing this missing disclosure, and Applicants respectfully submit that the cited sections of Dilip do not provide such disclosure.

For at least these reasons, and those discussed in response to previous Office Actions with regard to the combinability of Anderson with Dilip, Applicants submit that independent Claims 1, 13 and 23, as amended, and all claims depending therefrom, are in condition for allowance. Applicants therefore respectfully request the Examiner’s reconsideration and withdrawal of the rejections to these claims and an indication of the allowability of same.

**CONCLUSION**

In view of the amendments and remarks set forth herein, the application and the claims therein are believed to be in condition for allowance without any further examination and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5090.

Respectfully submitted,



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